



User guide eSolo web application

DOCUMENT MANAGEMENT SYSTEM



TLSccontact

A Teleperformance Company



CHAPTER

1

GETTING STARTED

This chapter describes the eDossier Solo
Web Application portal

STEP 1

You have chosen to self-upload the documents supporting your application by using the eDossier Solo solution and have been directed to the eDossier Solo Web app.

On this screen you can find the following information:

- Your TLSCONTACT reference: M+7 digits
- Your PIN: 5 digits
- The UKVI application reference (this could be a list if you are traveling in a group): GWF + 9 digits
- Link to download the app on Play Store
- Link to download the app on the App Store

The screenshot shows the eDossier Solo web application interface. At the top left is the eDossier logo, and at the top right is the TLScontact logo with the tagline 'A Teleperformance Company'. Below the logos is a dark navigation bar containing the user ID 'M0080996', the application reference 'GWF456789123', and the text 'YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744' and 'BACK TO APPLICANT PORTAL'. The main content area displays 'Application: GWF456789123 (Not Yet Submitted)' and a 'Welcome' message: 'Please upload documents here in support of your visa application (Use the + button below) Only use the 'submit' button when you have uploaded all your documents'. A blue plus sign icon is visible on the left. Below the icon, it states 'No documents have been submitted in support of this application yet!'. At the bottom, there are buttons for 'Download on the App Store' and 'GET IT ON Google Play', along with the copyright notice 'Copyright 2016 TLScontact'.

Important:

- At any time, you can switch between the Web and mobile application
- You can connect to both system simultaneously, your documents will be automatically synchronized between both systems



CHAPTER

2

START UPLOADING YOUR DOCUMENTS TO EDOSSIER SOLO

This chapter explains how to upload
your documents using the
eDossier Solo Web application

NOTE

If some of the documents that you need to provide to support your application are only available in paper format, you can use the smartphone mobile app to scan them and upload them to eDossier Solo. In that case, please refer to the *eSolo Mobile App User Guide*.

STEP 1

Click on the (+) button in order to start the upload of your documents

The screenshot shows the eDossier Solo application interface. At the top, there is a header with the eDossier logo on the left and the TLScontakt logo on the right. Below the header, a dark navigation bar contains the user ID 'M0080996 / GWF456789123', the reference 'YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744', and a 'BACK TO APPLICANT PORTAL' link. The main content area displays 'Application: GWF456789123 (Not Yet Submitted)'. A 'Welcome' message follows, instructing the user to upload documents and use the 'submit' button after all documents are uploaded. A large blue '+' button is visible on the left. Below it, a message states 'No documents have been submitted in support of this application yet!'. At the bottom, there are banners for the App Store and Google Play, and a 'Copyright 2016 TLScontakt' notice.

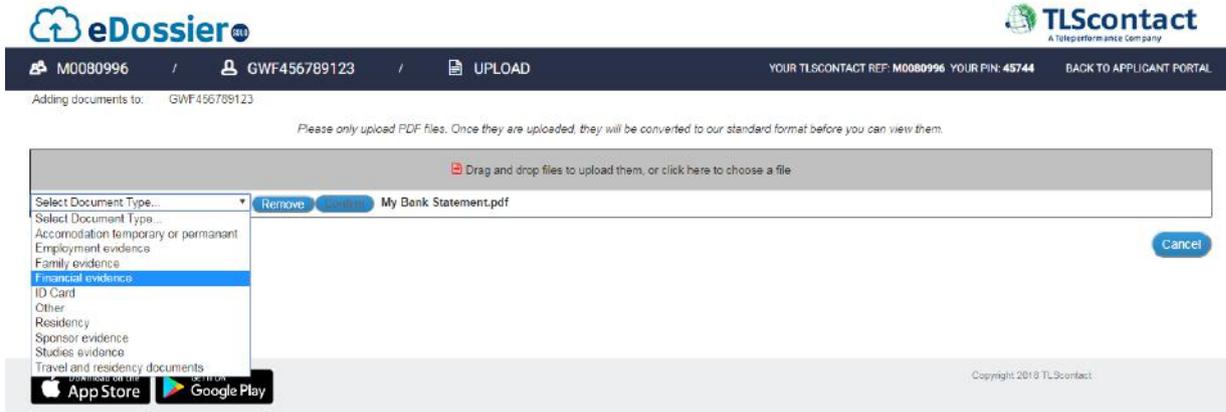
STEP 2

To upload your documents, you can either click on the grey banner in order to browse your hard drive, or simply Drag and Drop your files to the banner. Please note that only documents in pdf format are accepted.

The screenshot shows the eDossier Solo application interface during the document upload process. The header and navigation bar are identical to the previous screenshot. The main content area displays 'Adding documents to: GWF456789123' and a 'UPLOAD' button. A message states 'Please only upload PDF files. Once they are uploaded, they will be converted to our standard format before you can view them.' Below this, a grey banner contains the instruction 'Drag and drop files to upload them, or click here to choose a file'. A 'Cancel' button is visible on the right. At the bottom, there are banners for the App Store and Google Play, and a 'Copyright 2016 TLScontakt' notice.

STEP 3

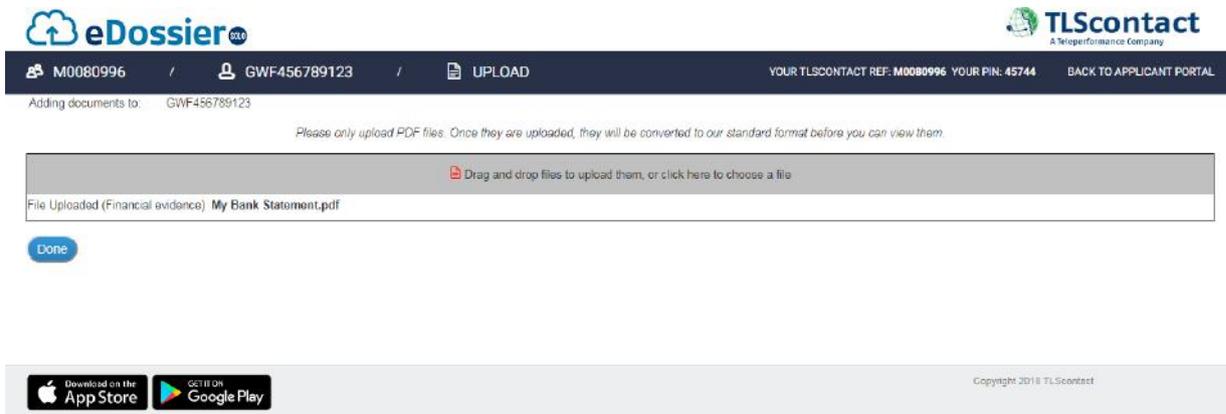
You will be asked to select the category type of document that you are adding



The screenshot shows the eDossier upload interface. At the top, there are logos for eDossier and TLScontact. Below the logos, there is a navigation bar with the text "M0080996 / GWF456789123 / UPLOAD" and "YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744 BACK TO APPLICANT PORTAL". Below the navigation bar, there is a message: "Adding documents to: GWF456789123". Below this message, there is a note: "Please only upload PDF files. Once they are uploaded, they will be converted to our standard format before you can view them." Below the note, there is a text box with the text "Drag and drop files to upload them, or click here to choose a file". Below the text box, there is a dropdown menu with the text "Select Document Type...". The dropdown menu is open, showing a list of document types: "Select Document Type...", "Accommodation temporary or permanent", "Employment evidence", "Family evidence", "Financial evidence", "ID Card", "Other", "Residency", "Sponsor evidence", "Studies evidence", and "Travel and residency documents". The "Financial evidence" option is selected. Below the dropdown menu, there is a "Remove" button and a "My Bank Statement.pdf" text. Below the text, there is a "Cancel" button. At the bottom of the interface, there are logos for "Download on the App Store" and "GET IT ON Google Play".

STEP 4

Click on Done when the upload is completed

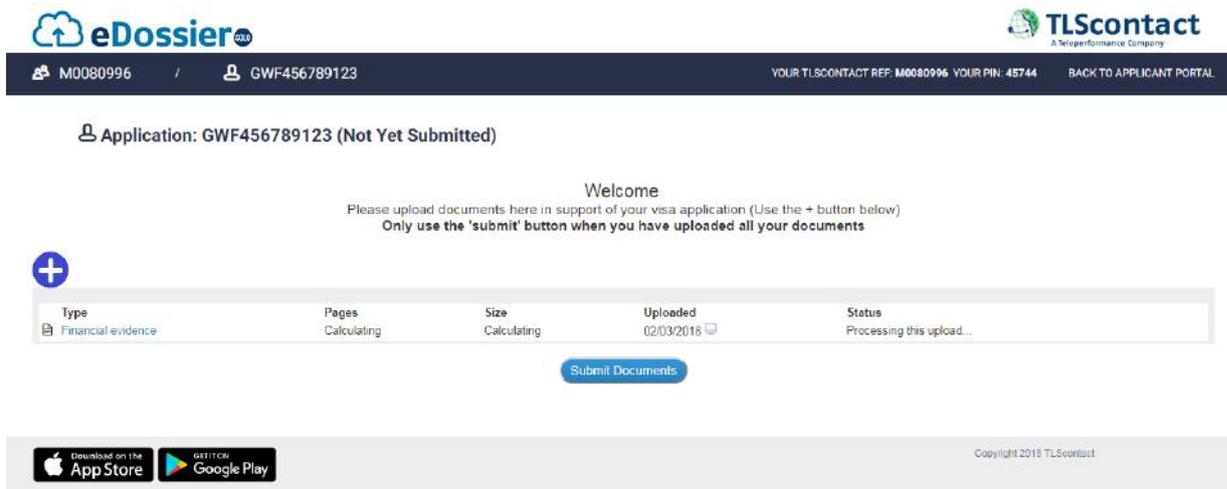


The screenshot shows the eDossier upload interface after the document has been uploaded. At the top, there are logos for eDossier and TLScontact. Below the logos, there is a navigation bar with the text "M0080996 / GWF456789123 / UPLOAD" and "YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744 BACK TO APPLICANT PORTAL". Below the navigation bar, there is a message: "Adding documents to: GWF456789123". Below this message, there is a note: "Please only upload PDF files. Once they are uploaded, they will be converted to our standard format before you can view them." Below the note, there is a text box with the text "Drag and drop files to upload them, or click here to choose a file". Below the text box, there is a text box with the text "File Uploaded (Financial evidence) My Bank Statement.pdf". Below the text box, there is a "Done" button. At the bottom of the interface, there are logos for "Download on the App Store" and "GET IT ON Google Play".

STEP 5

After the upload is completed, you will see the document appearing in the list. To fit the UKVI decision making standards, your document will be automatically converted into black and white. The status of the document is changed to ***“Processing this upload”*** and you will not be able to open it until the conversion completion.

You can in the meantime continue the upload of your other supporting documents.



The screenshot displays the eDossier application interface. At the top left is the eDossier logo, and at the top right is the TLScontact logo. Below the logos is a dark navigation bar containing the user ID 'M0080996 / GWF456789123', the reference 'YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744', and a 'BACK TO APPLICANT PORTAL' link. The main content area shows the application ID 'Application: GWF456789123 (Not Yet Submitted)' and a 'Welcome' message. A central instruction reads: 'Please upload documents here in support of your visa application (Use the + button below) Only use the 'submit' button when you have uploaded all your documents'. A blue plus icon is positioned above a table. The table has five columns: Type, Pages, Size, Uploaded, and Status. A single row is visible with the following data: Type: Financial evidence; Pages: Calculating; Size: Calculating; Uploaded: 02/03/2018; Status: Processing this upload... Below the table is a blue 'Submit Documents' button. At the bottom of the interface are links to download the app on the App Store and Google Play, and a copyright notice for 2018 TLScontact.

Type	Pages	Size	Uploaded	Status
Financial evidence	Calculating	Calculating	02/03/2018	Processing this upload...

STEP 6

Once conversion completed, you are now able to open the document in order to preview it. Click on the document to open it within your web browser or any pdf reader.

STEP 7

If you are not happy with the quality or have made any mistakes, you can always delete the uploaded document by clicking on the (X) button.

The screenshot shows the eDossier application portal. At the top, there is a navigation bar with the eDossier logo on the left and the TLScontact logo on the right. The navigation bar also contains the user ID 'M0080996' and the application ID 'GWF456789123'. A modal dialog box is open in the center, displaying the message: 'esolo.tlscontact.com says Are you sure you want to remove this 'financial evidence' document?'. The dialog has 'OK' and 'Cancel' buttons. Below the navigation bar, the application ID 'GWF456789123 (Not Yet Submitted)' is displayed. A 'Welcome' message follows, instructing the user to upload documents and use the 'submit' button. Below this is a table of uploaded documents:

Type	Pages	Size	Uploaded	Status
Financial evidence	13	1.4 MB	02/03/2018	Ready to submit
Travel and residency documents	13	1.4 MB	02/03/2018	Ready to submit

Below the table is a 'Submit Documents' button. At the bottom of the page, there are links to download the app from the App Store and Google Play, and a copyright notice for 2018 TLScontact.

STEP 8

If you are happy with the list of the documents, you have provided and do not wish to add any more documents to your application you can press the **Submit Documents** button.

Important:

Once you have pressed the submitted button, you will not be able to go back or add any more document to your application!

The screenshot shows the eDossier application interface. At the top, there is a dark blue header with the eDossier logo on the left and the TLScontact logo on the right. The user's application ID, MD080996, and GWF456789123 are displayed in the center. A confirmation dialog box is open in the center, asking "Are you sure you want to submit this application? YOU CANNOT SUBMIT ANY MORE DOCUMENTS". Below the header, the application status is "Application: GWF456789123 (Not Yet Submitted)". A "Welcome" message instructs the user to upload documents and use the "submit" button. A table lists the uploaded documents:

Type	Pages	Size	Uploaded	Status
Financial evidence	13	1.4 MB	02/03/2018	Ready to submit
Travel and residency documents	13	1.4 MB	02/03/2018	Ready to submit

Below the table is a "Submit Documents" button. At the bottom, there are links to download the app on the App Store and Google Play, and a copyright notice for 2018 TLScontact.

STEP 9

Once your application is submitted, the Status will be changed to “Accepted”.

Important: The “Submit document” button will only submit the application you are working on. If you are applying for a group, you will have to repeat this step for each application within your group.



M0080996

GWF456789123

YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744

[BACK TO APPLICANT PORTAL](#)

Application: GWF456789123 (All documents accepted)

Your documents have been received successfully. After your VAC appointment they will be forwarded to the UK Government for inspection.
There is no further action for you to take on this site.

Type	Pages	Size	Uploaded	Status
Financial evidence	13	1.4 MB	02/03/2018	Accepted
Sponsor evidence	41	4.6 MB	02/03/2018	Accepted
Travel and residency documents	13	1.4 MB	02/03/2018	Accepted



Copyright 2018 TLScontact

Congratulation,
you have successfully uploaded
your documentation using
the eSolo web application!